

Employee Assistance Program

OVERVIEW

The Washington State Employee Assistance Program (EAP) provides confidential counseling and referral services to faculty, administrative professional, and classified employees. The program assists employees in identifying and resolving or managing personal issues, such as:

- Home and family issues
- Stress/depression
- Health concerns
- Changes in the workplace
- Drug/alcohol abuse
- Personal and interpersonal concerns
- Other issues affecting life and job performance

The Employee Assistance Program is intended for the following:

- Assist employees with clarifying issues
- Provide short-term counseling
- Make referrals to appropriate external resources for longer-term assistance as needed

The EAP is not intended to provide long-term assistance, but provides various types of short-term assistance services, typically no more than three sessions per specific concern. The EAP also provides referrals for long-term assistance.

Students

Students, including graduate students, may access confidential counseling and referral assistance through the applicable campus counseling services office.

- WSU Pullman Counseling and Psychological Services:
counsel.wsu.edu/
- WSU Spokane Counseling Services:
spokane.wsu.edu/studentaffairs/successcenter/counseling-services/
- WSU Tri-Cities Counseling Services:
tricities.wsu.edu/current-students/counseling/
- WSU Vancouver Counseling Services:
studentaffairs.vancouver.wsu.edu/counseling-services
- WSU Everett Counseling Services:
everett.wsu.edu/students/health-and-wellness-2/counseling-and-mental-health/

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EMPLOYEE ASSISTANCE PROGRAM

Washington State University collaborates with the Washington State Department of Enterprise Services (DES) and other assistance providers to furnish services to faculty, administrative professional, and classified employees regardless of their location.

NOTE: For purposes of this section, civil service and bargaining unit employees are referred to collectively as classified employees.

Contacting the EAP

All faculty, administrative professional employees, and classified employees are eligible for assistance from the Washington State Department of Enterprise Services EAP. Services are available to employees located in every county in Washington.

Employees may contact the state EAP directly. A supervisor may refer an employee to the EAP.

The following resources provide more information about specific services provided by the EAP:

- Telephone (Toll free) 1-877-313-4455
- The State Employees--Employee Assistance Program area of the Washington State DES website at:

des.wa.gov/services/hr-finance-lean/employee-assistance-program-eap

EAP Services are available 24 hours a day, 7 days a week.

Emergency Assistance

For emergencies, call 911.

Referrals

A supervisor may refer an employee to the EAP or seek guidance from the EAP regarding an employee issue. A supervisor or an employee may elect to contact the EAP directly.

WORK TIME AND COST

Appointments with the EAP

Release Time

An employee must have the approval of the supervisor for time away from the workstation. Employees and supervisors should agree upon appointment times in advance. The employee is not required to provide the reason for the EAP contact to the supervisor. Employee Assistance Program appointments are considered release time.

Direct questions regarding use of release time to Human Resource Services (HRS); telephone 509-335-4521.

Employee Assistance Program

Cost The EAP provides consulting services to employees free of charge for short-term care. However, the EAP is not intended to be a substitute for long-term counseling options provided through University employee benefit plans. Contact HRS or the individual insurance carrier to determine whether employee medical insurance covers the cost of the assistance service.

For information regarding University employee benefit plans, see the Employees--Benefits area of the HRS website at:

hrs.wsu.edu/

Appointments with External Service Providers

Employee Leave If referral is made to an external organization for services not related to conditions or situations for which sick leave is available, employees must use annual leave, compensatory time, or leave without pay for the visit.

For more information regarding leave, refer to *BPPM* 60.56, 60.57, and any applicable bargaining unit agreements.

Cost Although there are no charges for services provided by EAP, employees are responsible for the cost of visiting any external service provider.

In many cases, an employee's medical insurance benefits may cover some of the costs involved. Contact HRS or the individual insurance carrier to determine whether employee medical insurance covers the cost of the assistance service.

For information regarding University employee benefit plans, see the Employees--Benefits section of the HRS website at:

hrs.wsu.edu/

CONFIDENTIALITY

Confidentiality is maintained regarding all contacts with the EAP to the extent allowed by law.

If a supervisor refers an employee to the EAP, the program confirms the following information for the supervisor, upon their request:

- Whether or not the employee directly contacted the EAP, and
- Dates meetings took place.

The EAP releases no other information to the supervisor or others without the consent of the employee.